

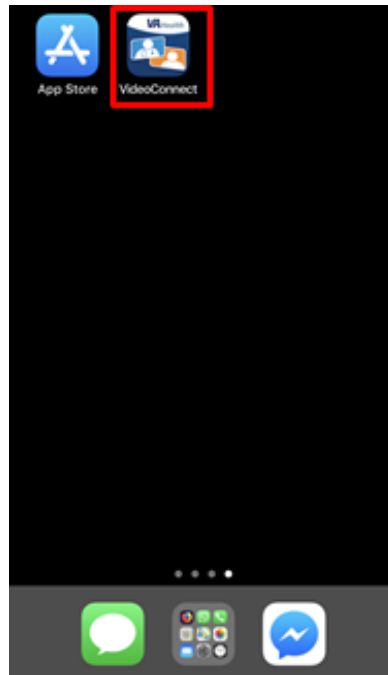


VA Video Connect iOS Devices Quick Guide for Veterans

The VA Video Connect experience has been designed to be user-friendly. In the event you experience any difficulties or need assistance for any reason, call the National Telehealth Technology Help Desk for help with installing the application, connecting with your provider for the appointment. The National Telehealth Technology Help Desk can be reached at (866) 651-3180 or 703-234-4483 on Monday through Saturday, 7 a.m. through 11 p.m. ET.

Verify the VA Video Connect application is installed on your iOS Device

Verify that the VA Video Connect application is installed on your iOS Device(s).

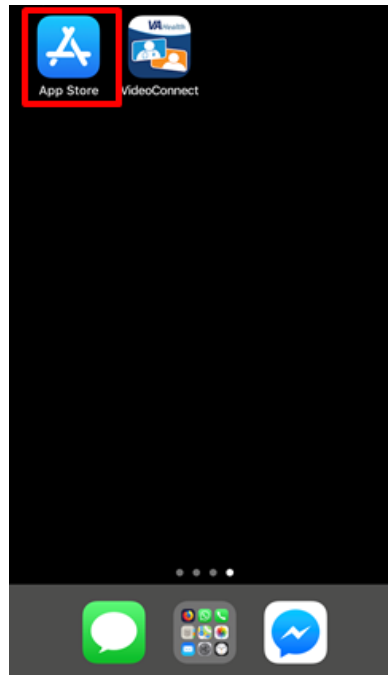


If the VideoConnect application is not seen, download the application from the iOS App Store per the following steps

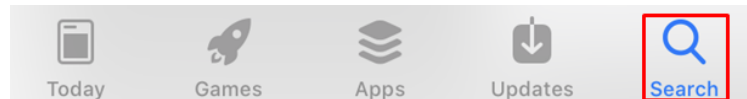
1. **Touch [here](#)** to automatically open the VA Video Connect page in the iOS App Store and proceed to Step 5,
OR
Open the iOS App Store and proceed to Step 2



VA Video Connect iOS Devices Quick Guide for Veterans



2. Touch the “Search” icon at the bottom right corner of the page



3. Type in “va video connect”

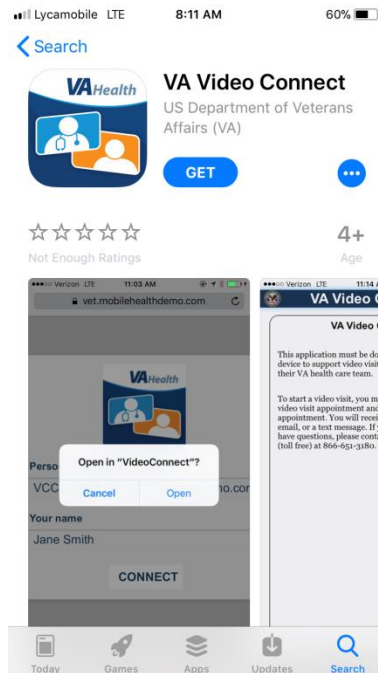


4. Select the “VA Video Connect” option that shows up in the search results



VA Video Connect iOS Devices Quick Guide for Veterans

5. Touch “Get”



6. If prompted, enter your Apple ID password

Optional: Conduct a test call

To test whether your personally owned device is compatible with VA Video Connect, [visit the VA Video Connect test site](#) on your mobile device. More information may be found below and on our [FAQs page](#).

Enter the virtual medical room for your appointment.

Use the scheduling email found in your email or calendar reminder.

1. Touch “Click Here NOW to Join your VA Video Connect visit” in your Telehealth Scheduling email message to start connecting to the virtual medical room



VA Video Connect iOS Devices Quick Guide for Veterans

Dear Veteran,

As discussed with your VA Clinician, this e-mail message confirms your VA Video Connect visit.

To ensure your VA Video Connect visit runs smoothly, please provide the following information:

- Phone number to contact you:
- Your present location address:
- Emergency Contact name and phone:
- Ensure you are in a private and safe area:

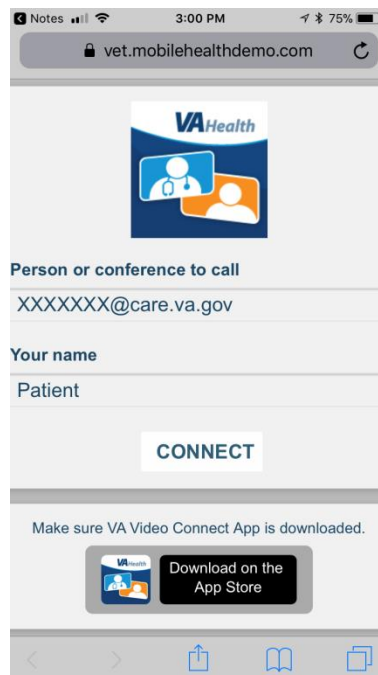
Please [Click Here NOW to Join your VA Video Connect visit](#)

For questions on Home/Mobile Device use, please click on the appropriate link for device orientation:

- [VA Video Connect Android Quick Guide for Veterans](#)
- [VA Video Connect IOS Device Quick Guide for Veterans](#)

The link will open a connection page in the Safari browser.

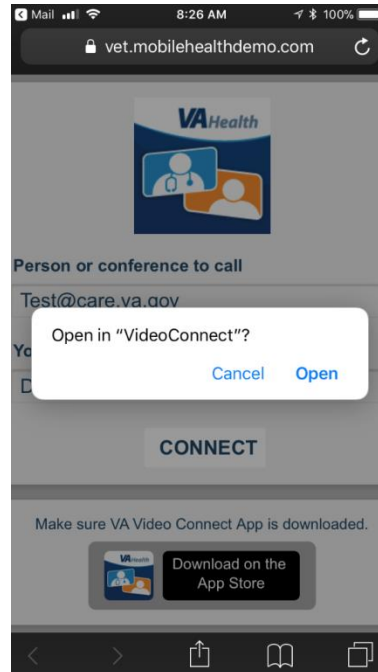
2. **Enter your name as you want it to appear and touch “CONNECT”** to join the virtual medical room



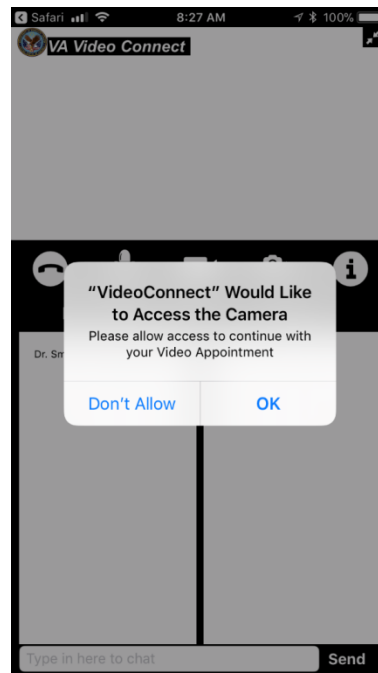


VA Video Connect iOS Devices Quick Guide for Veterans

3. **Touch “Open”** when application prompts *Open in “VideoConnect”*?



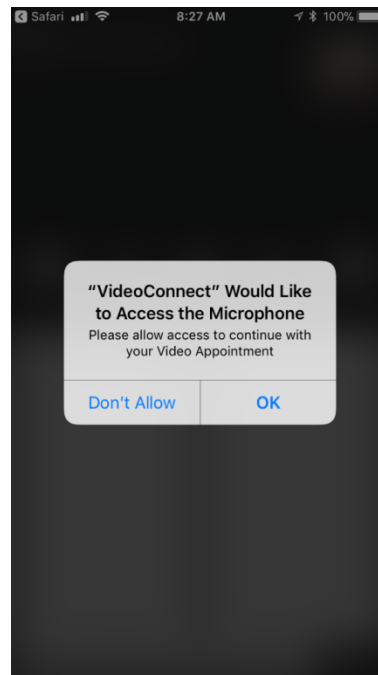
4. **Touch “OK”** when application prompts *“VideoConnect” Would Like to Access the Camera*



5. **Touch “OK”** when application prompts *“VideoConnect” Would Like to Access the Microphone*

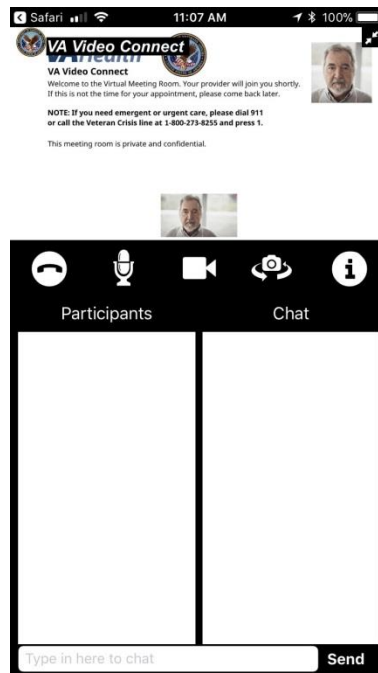


VA Video Connect iOS Devices Quick Guide for Veterans



6. **Wait** for the Provider to join

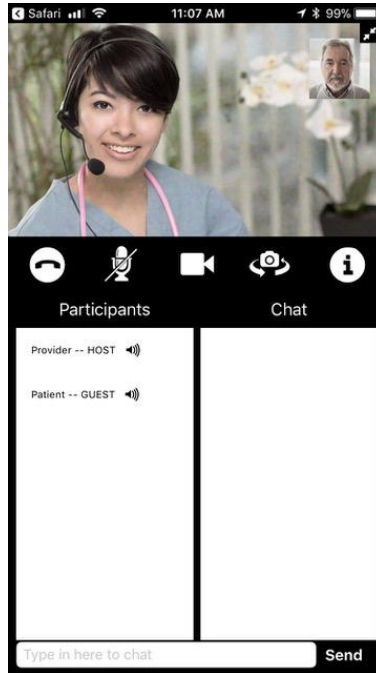
Until the provider joins, a message will display at the top of the screen.



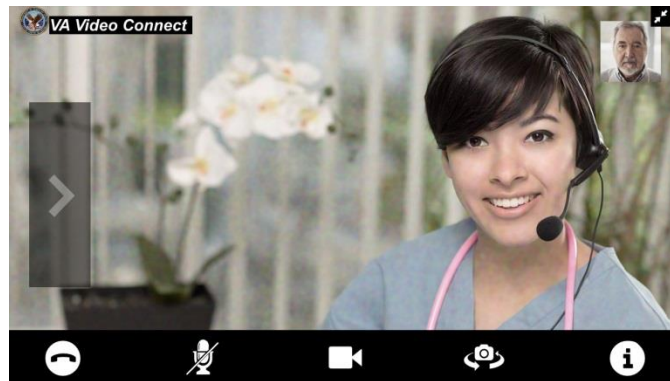


VA Video Connect iOS Devices Quick Guide for Veterans

After the Provider joins, the message will be replaced by a video view. The “Participants” list on the left of the screen will display the names of all participants.



7. **Turn iOS device length wise** for full video viewing; rotating the device from a vertical orientation (above) to a horizontal orientation (below) expands the display for full video viewing.



Note that the Participants and the Chat sections disappear when rotating to a horizontal orientation. These can be expanded by touching the arrow on the left side of the screen.



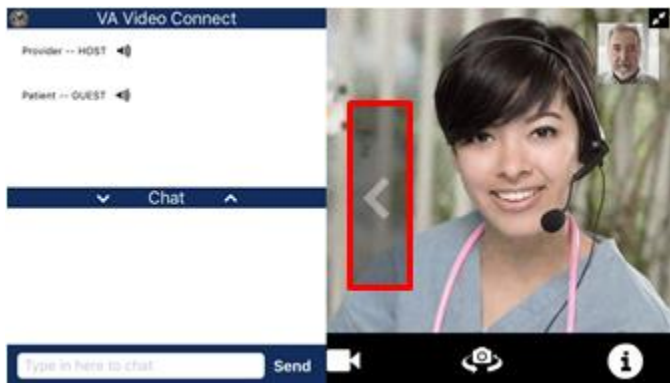
VA Video Connect iOS Devices Quick Guide for Veterans

Interface overview

Chat With Participants

To chat with other participants in a session, move the cursor to the text box at the bottom of the chat area and enter text.

To hide the chat area, select the left-facing arrow on the right side of the chat area panel.



When the chat area list is hidden, select the right-facing arrow on the left side of the main image.



View Screen Share

A participant using the Chrome browser can share their screen during the session. A shared screen will display semi-transparently in the top left corner of the Video frame. Selecting the screen share from that corner will make it display in the Video frame and the primary video picture will become semi-transparent in the top left corner. Selecting that video picture will return it to the primary view.



VA Video Connect iOS Devices Quick Guide for Veterans

Icon familiarization

Icon Menu Bar

This is the menu bar that is displayed along the bottom of the session. Parts of this bar may become obscured, for example when expanding the chat box in a horizontal orientation.



Hide/Show Self View

The self view can be hidden or shown by selecting the self view icon.

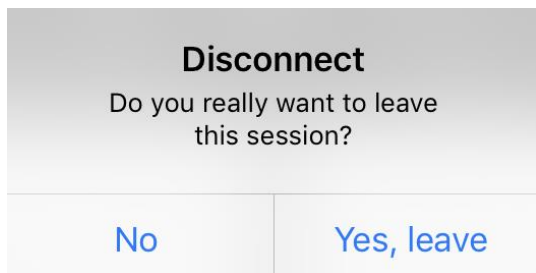


End Session

To end the session, select the phone handset icon.



The application will prompt for confirmation to end the session.



Select “No” to remain in the session or “Yes, leave” to exit the session.

Mute and Unmute Microphone

The microphone can be muted by selecting the microphone icon at the bottom of the window.





VA Video Connect iOS Devices Quick Guide for Veterans

A muted microphone can be enabled by again selecting the microphone icon.

Flip Camera View

The camera in use during a session can be flipped between the front camera and the back camera by selecting the Flip Camera icon.



Disable Camera

The camera can be disabled during a session by selecting the camera icon at the bottom of the window. A disabled camera can be enabled by again selecting the camera icon.



Information

Selecting this icon provides the option to gain more information or help regarding the application.



Support

How to make a test call:

To test whether your personally owned device is compatible with VA Video Connect, [visit the VA Video Connect test site](#) on your mobile device. More information may be found below and on our [FAQs page](#).

Veteran Support

For additional information, refer to the [VA Video Connect app page](#).

For questions about and/or technical assistance regarding VA Video Connect, please contact the National Telehealth Technology Help Desk at (866) 651-3180 or 703-234-4483 on Monday through Saturday, 7 a.m. through 11 p.m. ET.